

Impacts of the Enhanced Child Support System

Impacts on customers DURING conversion

- **Child support payments may be delayed.** The system will be down for conversions at the end of June, July, August, and September. Payments that would normally be processed during this time may be delayed from 7-10 days.
- **Interactive Voice Response System (IVR) at the local Friend of the Court will be available 7 days a week, 24 hours a day.**
- **Some Friend of the Court offices may reduce services during and just after conversion--** customers can call the IVR at their local FOC for the most up-to-date information on conversion.

Impacts on customers AFTER conversion:

- **Checks (and check envelopes) will look different.** After conversion, the Friend of the Court will no longer be mailing support payments. Child support payments will come from the Michigan State Disbursement Unit (MiSDU), a federally required central payment-processing unit.
- **Child support will be calculated on a monthly basis and charged on the first day of the month.** Individual payments and income withholding payments may still be made by the week or pay period, but those amounts will be based on the monthly charge.
- **Some child support notices will come from a central printing facility rather than the Friend of the Court.** Customers should read all mail carefully, as notices may look different.
- **Child support payers who pay child support directly (that is, not by employer income withholding) will receive**
 - a notice directing them to begin sending their payments to the Michigan State Disbursement Unit (instead of the Friend of the Court), and
 - Coupons to include with their payments.
- **Some types of enforcement will be handled centrally, rather than at the Friend of the Court.** Examples: income withholding notices, credit bureau reporting, income tax refund intercept, and others. Customers should read all mail carefully, as notices may look different.
- **When a child support payer has more than one case, payments may be distributed across those cases. For example:**
 - Payer has a case in county A and a case in county B.
 - Payer makes a payment on the case in county A only.
 - After conversion, that payment may be distributed to both case A and case B. If the payer is not making full payment on both cases, one (or more) of the custodial parents may receive less money than they are used to receiving. Other custodial parents may receive more money than they have in the past.
- **Friend of the Court offices** will continue to conduct investigations, enforce support and medical orders, conduct order to show cause hearings, support reviews, custody investigations, and dispute resolution meetings. They will continue to enter court orders into the system, adjust client accounts, locate absent parents, process parenting time complaints and enter income-withholding orders among other things.
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